

**Complaint Tracking for CA (10/01/2004-10/31/2004). Total Customer Contacts: 9**

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/15/04	TTY USER COMMENTS: "Agent 8889 f didn't give me enough information about what was relayed when voice user. hung up. In essence, I wanted Ctrl 4. Also, I feel training department isn't giving crucial information to new employees about keeping callers informed." Customer wants follow-up.	11/01/04	CSR: "Please, accept our thanks and our apologies. This information is appreciated. Supervisor agreed we will keep agents coached on these procedures." Discussed with agent procedures of keeping customer informed throughout the calls. Also, I passed information on to the training dept.
10/15/04	Caller was upset CA did not give more information about what was being relayed when voice hung up. Thanked customer for information. Follow up requested.	11/01/04	This is Closed. Was closed on 11/1/04 and the Agent was coached on importance of keeping caller informed. This closes out Oct contacts for Calif.
10/15/04	Caller was upset CA didn't give more information about what was relayed when V.P. hung up, in essence wasted Ctrl 4. Also felt training dept. was not giving crucial info. to new employees about keeping callers informed. Thanked her for the info. Told her the CA's and I talked about her concerns in keeping callers informed. She said we should still follow up w/her on her concerns.	11/01/04	Met with CA, discussed procedures of keeping customer informed throughout the call. Also passed information on to training dept. 11/1/04 attempted contact, no answer. 1/16/04 attempted contact, left msg. on answering machine.
10/18/04	Agent 7767 didn't indicate whether or not the message was left on answering machine. Agent only sent MACRO "UR MSG LEFT". Agent didn't GENDER when the person answer the phone. Also said "Yes, I like that and I think Relay rules will let me do that". I was very confused. No follow-up requested.	10/20/04	Coached agent on proper procedures and keeping the customer informed.
10/18/04	Agent 7767 didn't indicate whether or not the message was left on answering machine. Agent only sent MACRO "UR MSG LEFT". Agent didn't GENDER when the person answer the phone. Also said "Yes, I like that and I think Relay rules will let me do that". I was very confused. No follow-up requested.	10/20/04	Coached agent on proper procedures and keeping the customer informed.

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10/25/04	Customer reported that CA didn't follow instructions. She took control of transferring a call to Customer Svc. without having them make that decision. They were calling a number to test TTY with new batteries, and simultaneously determine date/time/weather. They did not want to be sent to Relay. They gave the weather/time/date number to call, and explained it would be good while testing TTY as they just hooked up/w replaced batteries. They didn't approve transfer to customer service. The customer would like the coaching swift & svc. quality improved.	10/26/04	Apologized for the inconvenience, delay and thanked the customer for letting us know. Told them the report would be sent to the call center supervisor. Follow up requested at the above number or e-mail address (none given). Told them the report would be sent to the call ctr.
10/27/04	Agent did not verify # before dialing. VCO user tried to interrupt w/XXX, agent continued w/call. Agent wouldn't slow typing when VCO user typed XXX & wanted to talk to agent. Didn't follow instructions in cust. notes. Thanked caller and advised her CA would be coached on reading notes, following instructions.	10/29/04	Coached agent on following customer data base instructions.
10/27/04	Agent didn't verify the number before dialing. VCO user tried to interrupt with XXX, agent kept going with call. Agent would not slow typing when VCO user typed XXX and she wanted to talk with agent. Didn't follow her instructions in customer notes. Thanked her and advised her CA would be consulted on reading notes and following instructions.	10/29/04	Coached agent on following customer database instructions.
10/27/04	CA 1580 refused to place my call. Apologized for any inconvenience caused and assured the situation would be documented.	10/27/04	CA number 1580 has not been assigned at this time. Unable to follow up.